

Quality Results

Online New Employee Orientation

When a new employee started work at General Administration in 1992, the agency offered a four-day orientation class two times per year. The classes were infrequent because a single orientation session consumed more than 1,400 hours of preparation by staff in the Employee Services program. Attendance at these sessions was poor - only 7 percent of new employees showed up. As a result, most new employees did not receive orientation and missed the opportunity to learn important information about the department and state.

To solve this, Employee Services worked with the Information Services program to develop an online new employee orientation, which was placed on the agency's Intranet site. This provides easy access for new employees. This change saved staff 2,368 hours annually and provides more timely information to new employees. It also provides current employees a quick reference for information on department employment policies and practices.

Today, 85 percent of new employees complete their orientation within 30 days of their hire date.



Result

- Saved 2,368 hours of staff time annually.
- New employee orientation was reduced from four days to no longer than 60 minutes.
- 76 percent of new employees have been oriented within seven days of their hire date.
- The Department of Revenue and several other state agencies copied all or part of the online orientation.

Team name: **Online New Employee Orientation**

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